



311 is Birmingham's gateway to various city services and information. 311 is the information portal to start the process to request city services.



BIRMINGHAM 311 CONTACT CENTER



What is 3-1-1 Contact Center?

Birmingham's 3-1-1 Contact Center is the call center for all **non-emergency Birmingham City requests.**

The center is designed to divert non-emergency calls from city emergency departments to the appropriate department that will investigate and determine best how to resolve your request.

Our mission is to build a strong working relationship with citizens, businesses and visitors by offering excellent customer service at all times.

N O T E: The 3-1-1 Contact Center is an **in-take and referral center only** which ensures that your request is routed to the proper department for resolution and follow-up.

KNOW WHEN TO CALL

3-1-1 Handles These Requests:

- ◆ Abandoned Structures
- ◆ Animal Control
- ◆ Burned Structures
- ◆ Clean/Cut Alleys
- ◆ Dead Animal Pickup
- ◆ Litter Pickup Request
- ◆ Missed Brush Pickup
- ◆ Missed Household Garbage
- ◆ Overgrown Vacant Property
- ◆ Overgrown Occupied Property
- ◆ Personnel Complaints
- ◆ Pothole Repair
- ◆ Sidewalk Repair
- ◆ Curb Ramp Request
- ◆ Sinkhole Repair
- ◆ Street Light Outage (Metal Pole)
- ◆ Traffic Light Outage
- ◆ Tree Removal
- ◆ Zoning Complaints

HOW DOES 311 WORK?

The 3-1-1 Contact Center provides a fast, simple and convenient way for residents, businesses and visitors to get information on local government services. Simply dial 3-1-1 or call 205-254-6314; the operator will route your requests for service to the proper city department to be addressed.

Please be patient as they input your request. You will be provided with a tracking number for follow-up. Please refer to this number when you call to check the status of your request.

Contact Us At

311

or

254-6314

Birmingham 311 Contact Center

712 19th Street North

Birmingham, AL 35203